Pulsestart
Training Solutions

Student Handbook

www.pulsestart.com.au
courses@pulsestart.com.au

RTO 31869

Purpose of the Student Handbook

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This handbook provides students with essential information about studying with Pulsestart Training Solutions, including enrolment, fees, training and assessment, student rights and responsibilities, support services and relevant policies and procedures.

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Introduction

Welcome to Pulsestart Training Solutions Pty Ltd (RTO 31869), Pulsestart Training Solutions is a highly respected Registered Training Organisation (RTO) registered with the Australian Skills Quality Authority (ASQA).

We are renowned for our commitment to providing high-quality, nationally recognised training and certification.

NATIONALLY RECOGNISED TRAINING

Our mission is rooted in the belief that quality education is the cornerstone of community safety and wellbeing.

With a curriculum designed to meet the rigorous standards set by the Australian Resuscitation Council (ARC) and other relevant authoritative bodies, we offer comprehensive courses ranging from Provide Cardiopulmonary Resuscitation (CPR), Provide Advanced First Aid, to specialized programs like Provide Advanced Resuscitation and Oxygen Therapy, Conduct Manual Tasks Safely, and Mental Health First Aid. For a complete list of the courses currently on our scope, please visit the Pulsestart Training Solutions website.

AUSTRALIAN RESUSCITATION COUNCIL

Proudly serving as a preferred training provider for the Royal Australian College of General Practitioners (RACGP), Pulsestart is dedicated to upskilling Australians across Queensland and beyond. Our partnerships with leading tertiary institutions underscore our commitment to accessible, high-calibre training that prepares individuals for real-world challenges.

RACGP CPD Provider

At Pulsestart Training Solutions, we believe in empowering our students with the knowledge, skills, and confidence to make a difference.

Whether you're seeking to enhance your professional qualifications, meet workplace safety requirements, or simply learn how to save a life, we're here to guide you every step of the way.

Legislation

At Pulsestart Training Solutions Pty Ltd, we are dedicated to upholding the highest standards of compliance by strictly adhering to all relevant laws and regulations. This commitment includes fulfilling our responsibilities under key legislation that defines your rights and obligations as a student.
By staying informed and aligning your actions with these legal requirements during your training, you contribute to a safe, respectful, and professional learning environment.

We take full responsibility for making sure our training and assessment practices comply with the National Vocational Education and Training Regulator Act 2011, as well as other important legislation.

Our practices align with the latest regulatory requirements to ensure quality and integrity in our training and assessment.

The following is a summary of the legislation that may apply to your training:

Work Health and Safety Act 2011 Privacy Act 1988
Disability Discrimination Act 1992
Age Discrimination Act 2004
Sex Discrimination Act 1984
Racial Discrimination Act 1975
Copyright Act 1968
Fair Work Act 2009
National Vocational Education and Training Regulator Act 2011
Revised Standards for Registered Training Organisations (RTOs) 2025

For further information on any of the above Acts or Regulations, please click on the relevant link.

Student Information

Course Information

This student handbook contains general information about Pulsestart Training Solutions services.
Our website provides a comprehensive overview to help you make an informed decision about our training courses.

For in-depth details on specific courses, including course content, assessment requirements, prerequisites, potential vocational outcomes and further course options, please visit our website, where each course is thoroughly outlined.

Unique Student Identifier (USI)

The Unique Student Identifier (USI) is a mandatory requirement for all individuals undertaking nationally recognised training within Australia.

If you do not have a USI yet, or have forgotten yours, visit www.usi.gov.au if you are in Australia.

International students on a student visa can apply for a USI once they've arrived in Australia, using their passport as identification. If you need to create a USI and book a course before arriving, please contact us on 0416 888 343 and we'll help you get started.
For more information about the USI and how it affects you, visit the USI website or check the Pulsestart Training Solutions website.

Student Information

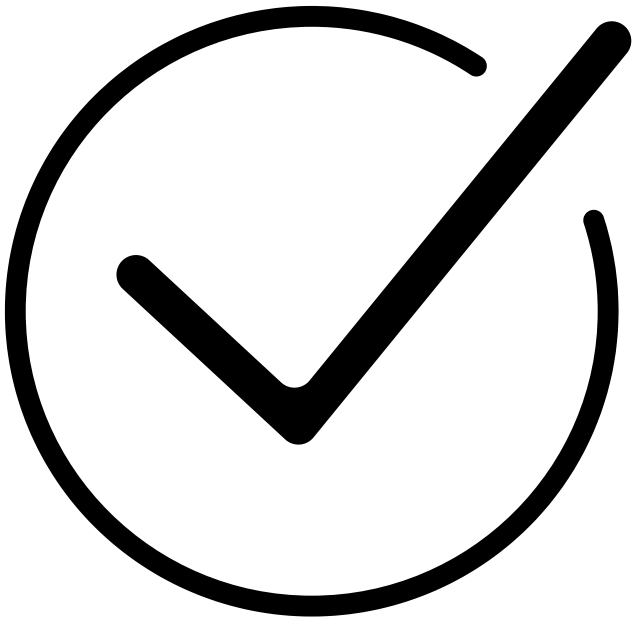
Feedback and Communication

At Pulsestart Training Solutions, your feedback matters. We're committed to providing a high-quality learning experience, and open communication is a big part of that.

We encourage you to share your thoughts at any time, whether it's about your enrolment, the training itself, or assessment processes. Your input helps us understand what we're doing well and where we can improve.

You can provide feedback directly to your trainer, our administration staff or directly to the Company Director. Feedback can be submitted in person, in writing via email , or verbally by giving us a call on 0416 888 343.

Throughout your training, you may be asked to complete feedback forms, during and after your program. This helps us continually improve the training experience for all our students.



Enrolment

Enrolment Requirements

Before enrolling in a course with Pulsestart Training Solutions, we encourage you to explore the enrolment information available on our website. If you're unsure which course best suits your needs, our team is happy to chat with you about available options and units of competency to help you make the right choice.

To enrol in our courses, students must be at least 15 years of age. For Mental Health First Aid (MHFA) courses, the minimum enrolment age is 18. In special circumstances, students under the age of 15 may be considered for First Aid courses with approval from the Director and written consent from a parent or guardian.

When setting up your Pulsestart account, you will be required to complete a brief LLN and digital competency assessment. This short assessment helps determine whether you meet the necessary benchmarks to enrol into your chosen course. The assessment is designed to be straightforward and relevant. For example, you might be asked to look at written instructions on a defibrillator or calculate how many chest compressions you'd perform in two minutes.

Please note that to meet the practical requirements of your course, students must be physically capable of performing at least two minutes of continuous CPR on the floor, moving up and down from the floor to standing, and positioning yourself in the recovery position, and standing for periods of up to 10 minutes.

Before enrolling in a course, you will need to agree to the terms and conditions of your enrolment. You'll have the opportunity to read these before accepting, and a copy will also be emailed to you in your course confirmation email once you've enrolled. They are also available in the Terms and Conditions section of this Handbook.

Pulsestart Training Solutions reserves the right to cancel any course or program if there are insufficient enrolments. If this happens, we'll get in touch to help you reschedule to a suitable date. If no suitable dates are available, we'll provide a full refund.

A copy of this Student Handbook is available anytime on the Pulsestart Training Solutions website for your convenience, or by clicking on the profile tab once you are logged into your Pulsestart Account.

Enrolment

Conditions of Enrolment

Pulsestart Training Solutions is committed to delivering fair, reasonable, ethical and transparent dealings in all its undertakings, including:

- Client information
- Confidentiality
- Complaints and appeals
- Fee structure
- Participant code of conduct
- Refund policy
- Commitment to engage in learning and assessment activities.
- Training standards
- Marketing
- Access and equity
- Workplace Health and Safety
- Regulatory reporting requirements (AVETMISS)

Enrolment into a qualification or course with Pulsestart Training Solutions is subject to the terms, conditions and policies outlined in this Student Handbook.

Issuing Certificates

Upon successful completion of your training and assessment, and provided all agreed fees have been paid, Pulsestart Training Solutions will issue your AQF certification documentation (qualification or statement of attainment)as soon as possible after completion of your course (usually same day).

If you have not received your statement of attainment via email, please log into your Pulsestart Account and click on profile, your certificate will sit here for you to download anytime in the event you misplace your certificate.

All VET qualifications and statements of attainment issued by Pulsestart Training Solutions will comply with national guidelines and will include our name (as per your USI), registration code (RTO 31869), and the Nationally Recognised Training (NRT) logo, the date you completed your course and the date your certification expires.

Access and Equity

All admissions to the RTO's courses shall be determined fairly without consideration for an applicant's gender, sexual orientation, ethnicity, religion, or personal beliefs, disability, etc., unless such items pose a reasonable argument for non-admission on the grounds of safety, capacity to undertake the role, or a position that is in opposition to the laws of the land or the RTO's code of conduct.

Applicants will be assessed on their:

- Successfully meeting course pre-requisites including appropriate qualifications and experience.
- Demonstrating a capacity and willingness to adhere to the RTO's standards and code of conduct.
- Ability to undertake the course in a manner that encourages a fair, safe, and enjoyable learning environment.
- Other items as determined for specific courses on a time-to-time basis.

Specific Needs Groups

The RTO will maintain a flexible and proactive attitude towards specific needs groups and where practical may cooperate with community or special needs organisations to:

- Allow their members access to nationally recognised and accredited training.
- Where appropriate and in line with the development of the RTO and desired client outcomes, we may provide non-nationally recognised, specific courses or programs designed to assist groups of special needs or circumstances.

A resource list of external support and referral contacts will be kept for the benefit of students and a contact list of such details will be included in the student handbook.

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Pre-Delivery Assessment

Pulsestart Training Solutions is committed to assisting students achieve the best possible learning experience. Prior to enrolment students are encouraged to discuss with Pulsestart Training Solutions any specific needs or concerns they may have including, but not limited to:

- Client Support Services including Language, Literacy, Numeracy and Digital competency
- Recognition of Prior Learning (RPL)
- Learning Pathways
- Assessment Procedures & Process
- Delivery Options

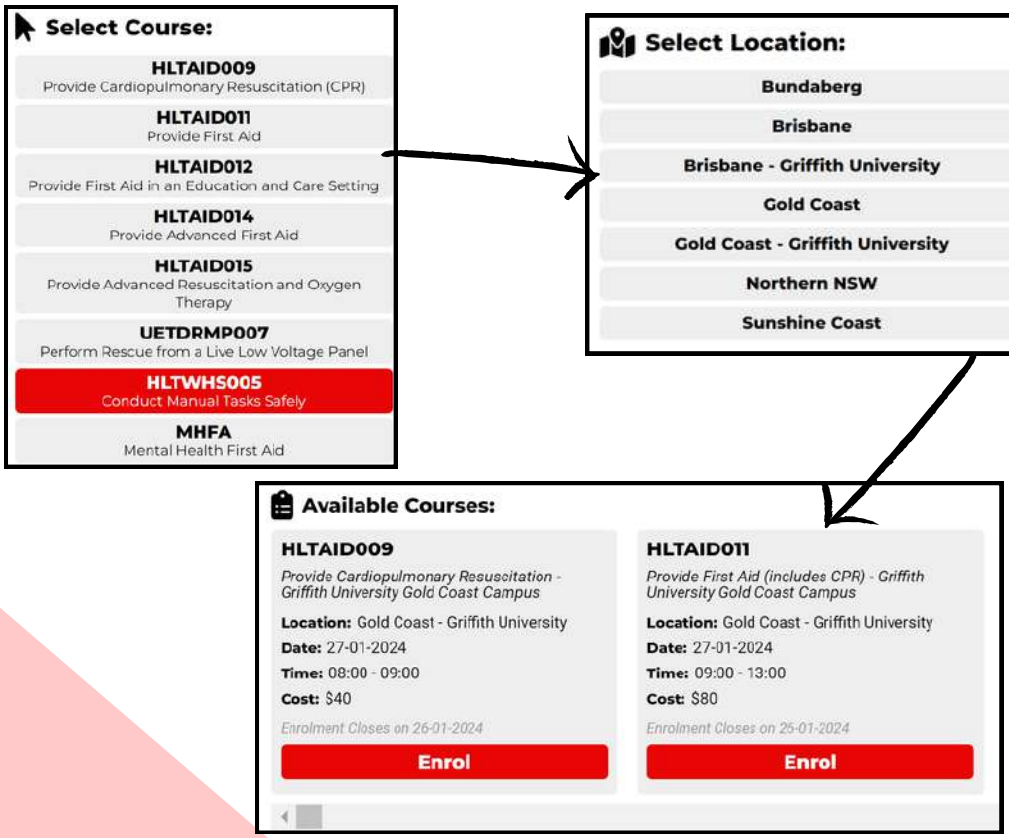
In circumstances where Pulsestart Training Solutions is unable to assist students with specific needs Pulsestart Training Solutions will endeavour to refer students to organisations or agencies that may be of assistance.

Enrolment Procedure

You must first register an account, visit our website at [Pulsestart Training Solutions] and following the Login instructions to register a new user, part of your registration will be completing a Language, Literacy, Numeracy and Digital assessment to ensure you are capable under the standards of completing the online training.

Once registered,

1. Select the course you want to enrol
2. Select the location to attend for assessment
3. Click enrol on any available course.

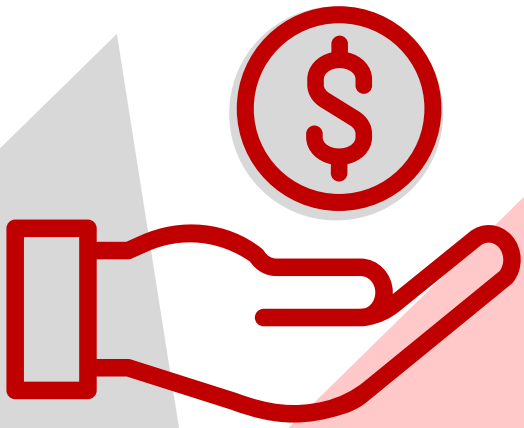


An email will be sent to you detailing instructions on:

- how to complete the pre course theory assessment before your practical assessment,
- the address, date and time for your practical classroom assessment,
- what you should bring and wear to your practical assessment,
- refund and cancellation information,
- what to do if you are running late,
- contact information for emergencies,

Pulsestart Training Solutions courses require a basic level of computer literacy. Students will need access to a computer with word processing capacity (e.g. Microsoft Office), and access to the internet.
Students will also need to have sufficient mobility to meet the assessment requirements in the relevant unit/s of competency.
Students with specific needs courses and private client enrolments will be emailed an enrolment link specific to their course, your registration cannot be accessed without this link.

Fees and Financial Information



A copy of Pulsestart Training Solutions fees and charges may be obtained by contacting Pulsestart Training Solutions or visiting Pulsestart Training Solutions website at; www.pulsestart.com.au.
RTOs are required to adhere to regulations that specify student fee collection and protection.

These prescribed conditions determine the amounts and frequency of payment. Pulsestart Training Solutions adheres to the following prescribed method of fee collection:

- Pulsestart Training Solutions will take no more than $1,500 of the total course fees owing prior to the commencement of a course.
- Once a course has commenced, Pulsestart Training Solutions may request any unpaid fees and may continue to take regular payments providing that, at any given time, no more than $1,500, for yet to be delivered services, has been prepaid.

To accommodate this requirement, if requested, Pulsestart Training Solutions will provide a payment schedule to each student specific to the individual student's circumstances. The payment schedule will detail when payments are to occur and what each payment covers.
In the instance that a student is registered, and fees are paid for by an organisation/employer on behalf of a student, Pulsestart Training Solutions will assume that the student is providing Pulsestart Training Solutions with permission to share relevant personal particulars and information regarding course outcomes to the organisation/employer.
All course prices shown or advised by Pulsestart Training Solutions Pty Ltd include course fees, administration fees and material fees.

Nature of Guarantee

Pulsestart Training Solution's nature of guarantee relates to students who have paid for their qualification and, if for some reason Pulsestart Training Solutions is unable to continue trading, that those students will still achieve their educational outcomes.

Pulsestart Training Solutions has established partnerships with other Registered Training Organisations (RTOs) to ensure that, in the very unlikely event it ceases trading, all enrolled students can continue their studies with one of these partner organisations at no additional cost to the student.

Cancellations, Withdrawals, Refunds and Transfers

Pulsestart Training Solutions' refund, cancellation and course transfer conditions form part of the Terms and Conditions accepted by students at enrolment.

Course Commencement

Your course commences when you first access the online theory (pre-course quiz). Once you have accessed any part of the online theory, or are within seven (7) days of your scheduled workshop date, your course fee is non-refundable for student-initiated cancellations, subject to Australian Consumer Law.
Students may still be eligible for a course transfer in accordance with the conditions outlined below.

Refund Conditions

Refunds will not be provided in the following circumstances, subject to Australian Consumer Law:

- A refund request is received within seven (7) days of the scheduled workshop date, including cancellations due to forgotten bookings, examinations or work commitments.
- A student has accessed any part of the online theory (pre-course quiz).
- A student arrives late and is refused entry to the workshop.
- A student fails to attend their scheduled workshop.
- A student is refused entry because they have not completed the online theory quiz to 100% accuracy. No transfers will be granted for incomplete quizzes.
- A student is unable to attend due to illness and does not provide a medical certificate before the scheduled workshop commencement time.
- A student is refused entry for failing to wear enclosed shoes or appropriate clothing.
- A student fails to provide valid government-issued (or student ID) photo identification or student identification when required.
- A student leaves the workshop before completing the required training and assessment.
- A student is removed from training or assessment for breaching the Student Code of Conduct.

Where a refund is payable under Pulsestart Training Solutions' student cancellation policy, a $10 administration fee will be deducted, subject to Australian Consumer Law.

Course Cancellations

Cancellation requests must be emailed from the student's registered email address to courses@pulsestart.com.au. Cancellations made at least seven (7) days before the workshop, provided online theory has not been accessed, are eligible for a refund less a $10 administration fee. Cancellations within seven (7) days, or after accessing online theory, are non-refundable, subject to Australian Consumer Law.

Course Transfers and Rescheduling

Students may transfer to another available workshop date or venue by emailing courses@pulsestart.com.au from their registered email address at least seven (7) days before their workshop.

Students unable to attend due to illness must email a valid medical certificate before their scheduled workshop start time. This entitles them to a suitable alternative workshop date, with a maximum of two free illness-related reschedules, not a refund.

Transferred bookings are non-refundable if subsequently cancelled, subject to Australian Consumer Law. Confirmed bookings cannot be transferred to another student.

Attendance and Assessment Requirements

Students must complete their online theory quiz with 100% accuracy before attending, arrive on time, wear appropriate clothing and enclosed shoes, and present acceptable photo identification. Failure to meet these requirements may result in refusal of entry without a refund, subject to Australian Consumer Law. Incomplete quizzes do not qualify for a transfer.

For online theory technical issues, contact 0416 888 343 (Monday–Friday, 9 am–4 pm).

Additional Information

Workshop finishing times are approximate. Previously issued certificates are available through the student's online account. Approved refunds will be returned to the original payer.

Refund Reviews and Consumer Rights

Students may request a review of a refund decision through the Complaints and Appeals process outlined in this handbook.

Nothing in this policy excludes, restricts or modifies students' rights or remedies under Australian Consumer Law.

For enquiries, contact 0416 888 343 or courses@pulsestart.com.au.

Payments

Course fees are due and payable at the time of enrolment unless otherwise negotiated. No Statement of Attainment or Qualification will be issued until full and final payment has been received.

Course fee inclusions:

- All tuition.
- Support and coaching.
- Any associated student workbooks, handouts or manuals.
- Classrooms and facilities.
- Access to any specialised equipment necessary in the training.

Student Support



Ongoing support for Pulsestart Training Solutions students is provided throughout the duration of a course.

This support includes, but is not limited to the following:

- Help desk function by email.
- Help desk by phone.
- Online resources available in e-learning system.
- Your in-class trainer

Language, Literacy, Numeracy & Digital Competency

Pulsestart Training Solutions is committed to providing the best possible learning experience for all students.

Some courses include specific entry requirements, such as course pre-requisites, as well as language, literacy, numeracy, and digital competency assessments. As you creating your Pulsestart account, you'll be asked to complete an LLND (Language, Literacy, Numeracy and / or Digital)assessment. You must meet the required benchmarks in this assessment before you're able to register into a course.

If a student is concerned about their ability to complete training due to their level of spoken English, reading, writing, numeracy and/or Digital literacy skills please call **0416 888 343** or email courses@pulsestart.com.au and our friendly staff can assist you with your next steps.

Support Services Available

If you have concerns about your Language, Literacy, Numeracy, and/or Digital skills, the services listed below can help you build the skills required to successfully meet the LLND requirements.

SEE program https://www.dewr.gov.au/skills-education-and-employment
The Skills for Education and Employment (SEE) Program is an Australian Government program that delivers free language, literacy, numeracy and digital skills training to eligible Australians.

Reading Writing Hotline Ph: 1300 6 555 06 https://readingwritinghotline.edu.au/
A free service to help adults improve their reading, writing and basic maths.

Be Connected https://beconnected.esafety.gov.au/
Build your digital skills, confidence and safety online with our free learning content and computer classes.

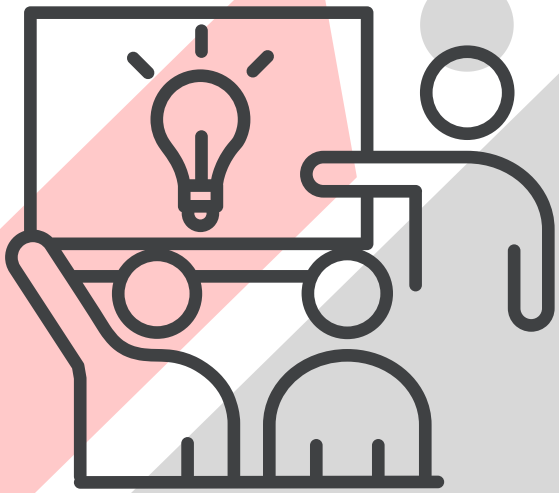
Good Things https://goodthingsaustralia.org/learn/
Learn how to use your phone, computer or tablet, improve the skills you already have, connect with others and stay safer online.



Delivery Options

Pulsestart Training Solutions courses are conducted via the following modes of delivery:

- Blended delivery (face to face and online)
- Face to face classroom delivery
- Recognition (includes Recognition of Prior Learning and Recognition of Current Competency)



The delivery method/s chosen depends on factors that may include, but not be limited to:

- Member, Student or industry needs Availability of resources
- Scheduling
- Transport
- Geographical location, etc.

Where it is relevant, delivery options, content and assessment tasks may be contextualised to meet specific needs, however, any modification or change must ensure that the requirements and outcomes specified in the unit of competency.

NOTE: This means that in some circumstances, contextualisation will not be possible, e.g. the unit HLTAID009 CPR must be performed "on the floor", where other units will require that tasks be completed, but not designate the exact location or circumstance.

Online Delivery

Pulsestart Training Solutions online delivery is undertaken using the Pulsestart Training Solutions share point portal E-Learning system. This provides an opportunity for Pulsestart Training Solutions students to undertake the course of their choice online by providing an online learning environment for students to access learning materials, complete assessments, communicate directly with their assessor and undertake other training and assessment activities.

Face-to-Face Delivery

Courses and classes are regularly scheduled. Information regarding courses is available on the Pulsestart Training Solutions website.

Flexible Delivery

Students learning online at a pace, location and times that suit them or through a mix of online and face-to-face training and assessment.

Completion Dates

Students will be provided with applicable completion dates by their trainer and assessor within, or prior to, their first training session. Pulsestart Training Solutions aims to provide flexibility with course delivery and task completion to accommodate for student's work and private commitments.

If a student is unable to complete their assessment requirements on time, they are required to contact the assessor or Pulsestart Training Solutions administration so adjustments can be negotiated.

In the instance that a student has not completed their qualification within six (6) months of the specified completion date, Pulsestart Training Solutions reserves the right to cancel an enrolment without notice. In this instance Pulsestart Training Solutions will issue a Statement of Attainment for any units that the cancelled student has completed.

Student Code of Conduct



By enrolling in a course with Pulsestart Training Solutions, you commit to engaging in both practical and theoretical learning and assessment tasks related to your chosen course.

Inability to fulfill assessment requirements means competency cannot be confirmed by your trainer and assessor.

Pulsestart Training Solutions advocates for training delivered with mutual respect and cooperation.

We expect students to show courtesy towards fellow participants, our staff, and others at the training venue, ensuring a positive and respectful learning environment for everyone.

Code of Conduct

- Treat other students and staff with respect and fairness.
- Avoid discriminatory conduct on grounds such as gender, sexuality, race, ability, cultural background, religion, age or political conviction.
- Respect the privacy of others in the collection, use or access of personal information whilst undertaking studies.
- Not disclose confidential information concerning any matter relating to Pulsestart Training Solutions Pty Ltd.
- Avoid disrupting or interfering with any teaching, learning, or other academic activity.
- Alcohol is NOT permitted in the training environment. The influence of alcohol spoils the learning environment of the institution. A student who appears to be affected by alcohol or other intoxicating substance cannot attend the training.
- Smoking is not permitted in and around the training environment.
- Chewing gum is not permitted in and around the training environment.
- Adhere to Workplace Health and Safety requirements.
- Report illegal activity of any sort and not engage in criminal behaviour.
- Firearms and knives cannot be brought to the training course. You must NOT bring any firearms, knives or any kind of weapons to the training course. Anybody found with any sort of weapons will be expelled from the course and will be reported to the Police.
- Clothing should be neat and tidy, and allow for movement and flexibility.
- Fully enclosed shoes must be worn.
- All litter to be removed following the class and there will be minor cleaning tasks required after each training session to ensure the room is left in a tidy state
- Lipstick should not be worn when you are attending CPR and first aid courses because of the stain it may leave on manikin faces.
- Theft - As the premises of many training facilities are open to the public, students are advised not to leave their valuables unsupervised. Pulsestart Training Solutions Pty Ltd or its approved trainers cannot be held responsible for anything which may be stolen from training premises.
- Refrain from swearing, drinking and eating in classrooms and other learning areas (water only allowed) unless otherwise directed or pre-approved.
- Complete all assessment tasks and final assessments honestly, and not engage in plagiarism, collusion or cheating.
- Use property or resources, including communication technology resources, cooperatively, legally, ethically responsibly and appropriately.
- Not behave in a way that would offend, embarrass or threaten others; this also applies to the use of social media outlets.

Mobile Phones

Please do not make or receive calls or text whilst the trainer is conducting training.

If it is expected that you might get an urgent call, please communicate this possibility to the trainer before the course begins.

If a staff member, trainer/assessor and or training/assessor delivering training on behalf of Pulsestart Training Solutions Pty Ltd is unhappy or dissatisfied with the behaviour or performance of a student, the trainer/assessor or staff member has the authority to:

- Warn the student that their behaviour is unsuitable or unacceptable.
- Ask the student to leave the training venue or immediately cancel the class; or
- Cancel the student's enrolment in the course without refund or acceptance into another course.



Staff and associated individuals of Pulsestart Training Solutions Pty Ltd are expected to maintain a professional and ethical working relationship with their fellow staff, management and students.

Any breach of our disciplinary standards will be raised with the Director and the appropriate action will be taken.



Medical Emergency

Students with medical conditions that may impact their training performance should disclose this on enrolment by checking the disability box on your enrolment or by phoning Pulsestart Training Solutions staff on 0416 888 343. We will endeavour to assist you to complete your course to our best abilitiy within the assessment criteria of the training course.

Pulsestart reserves the right to summon ambulance services for assistance in case a student collapses or requires immediate medical attention during training.

Student Rights and Responsibilities

Pulsestart Training Solutions acknowledges the rights and responsibilities of students to ensure a productive and respectful learning environment.

Rights:

- Students can expect high-quality training tailored to their learning needs and styles.
- Access to services is ensured without discrimination based on background, impairment, or beliefs.
- Recognition of prior learning and competencies in training assessments.
- Information on learning outcomes and assessment tasks before course commencement.
- The right to appeal assessment outcomes.
- Qualified trainers and a safe, harassment-free learning environment.
- Ethical conduct and privacy from Pulsestart.

Responsibilities:

- Adherence to enrolment conditions and providing accurate personal information.
- Payment of fees and provision of course materials.
- Respectful behaviour towards staff and peers.
- Attendance in a sober state, adherence to smoking policies.
- Positive and inclusive participation in learning activities.
- Timely completion of assessments and care for personal belongings.
- Reporting incidents and respecting property and equipment policies.

Students are expected to maintain appropriate behaviour throughout their enrolment, contributing to a conducive training environment.

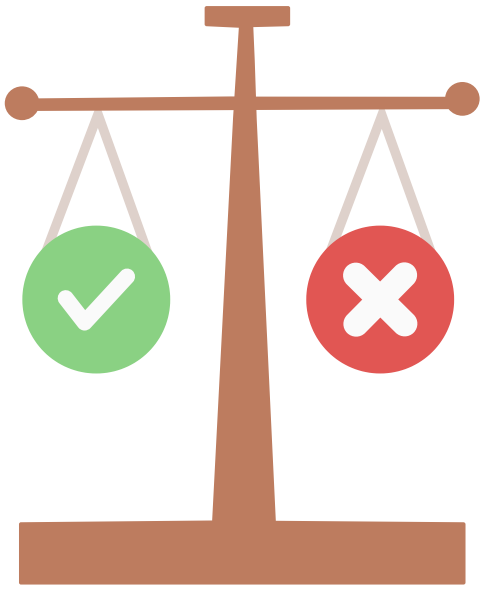
RTO Rights and Responsibilities

Pulsestart Training Solutions will ensure:

- All health and safety rules are adhered to.
- Facilities and equipment that are used, or may be used, by participants are in good condition and in working order.
- Information on relevant WHS issues is included in training courses and programs.
- The business and learning environments meet acceptable legal and community standards particularly regarding noise control, a smoke free environment, and cleanliness.
- Staff and students take responsible care for the health and safety of others.
- Basic emergency procedures are clearly marked throughout the workplace.
- Where required personal protective equipment is provided.

Disciplinary Policy

Students always must maintain safe and appropriate behaviour and follow Pulsestart Training Solutions rules.



Penalties for breaches of rules or unsuitable or disruptive behaviour (including swearing) will be imposed depending on the nature and severity of the breach.

Pulsestart Training Solutions reserves the right to terminate or suspend the enrolment/ training if student has provided false or misleading information relating to health, work history, skills and experience, criminal conviction (where appropriate) etc.

Pulsestart Training Solutions reserves the right to terminate or suspend the enrolment/ training if a student commits an offence under the law while in the training environment or at a workplace, breaches safe work practice, or otherwise acts in a manner detrimental to the wellbeing of Pulsestart Training Solutions, other students, or persons, or themselves, the state training coordinator will oversee all disciplinary matters.

General Misconduct

Students are expected to respect other students, staff and property so that learning and teaching can take place freely, safely and without impediment due to the misconduct of others.

General misconduct is where a student: acts dishonestly; harasses other students or staff; interferes with students or staff; prevents or disrupt learning; disobeys/fails to comply with contractual or legal requirements; misuses, damages or steals Pulsestart Training Solutions property or the property of others; alters/defaces Pulsestart Training Solutions documents or records; prejudices the good name of Pulsestart Training Solutions, or otherwise acts in an improper manner.

Pulsestart Training Solutions will report all criminal acts committed by its students to the relevant authorities.

The Pulsestart Training Solutions Director may impose the penalty of expulsion from Pulsestart Training Solutions in the case of physical or verbal abuse of students or staff of Pulsestart Training Solutions, repeated or severe misconduct, or criminal acts.

Academic Misconduct

All students are expected to maintain high standards of academic integrity with all student work submitted authentically verifiable as the student's **own original work.**
Academic misconduct is defined as attempts by students to cheat, plagiarize, use A.I platforms or otherwise act dishonestly in undertaking an assessment task, or assisting other students to do so.

Students are considered guilty of academic misconduct if they seek to gain advantage by unfair means such as copying another students' work, have another student complete their work online, use AI platforms or in any way mislead a a trainer assessor about their knowledge, ability, or the amount of original work they have completed.

Repeated or serious instances of academic misconduct may result in suspension or cancellation of a student's enrolment.

Expulsion

Pulsestart Training Solutions reserves the right to expel students for serious misconduct following appropriate Pulsestart Training Solutions disciplinary procedure.
No money is refunded to students expelled from practical assessments due to academic misconduct.

Notification and Appeal

Students will be notified in writing of any disciplinary decision, including the reasons for the decision and their right to appeal.

Students may appeal a disciplinary decision if they believe it is incorrect, unfair or unreasonable, or if relevant information was not properly considered.

Appeals will be managed in accordance with the Pulsestart Training Solutions Complaints and Appeals Policy and Procedure, as outlined in this handbook.

Students are encouraged to lodge appeals within 15 business days of receiving notification of the decision. Appeals submitted after this period will still be considered, taking into account individual circumstances.

Where appropriate, disciplinary action may be deferred while an appeal is being considered, unless immediate action is necessary to protect the safety or wellbeing of students, staff or others.



Assessment



Pulsestart Training Solutions delivery and assessment is consistent across all delivery and assessment platforms. Although the approach may vary, the same information is provided, and the same assessment activities require completion.

All assessment tasks have been designed to be user-friendly and easy to follow while addressing requirements specified within each unit of competency.

NOTE: Pulsestart Training Solutions appreciates student feedback. Students are encouraged to provide Pulsestart Training Solutions with any suggestions for improvements that can increase the usability of Pulsestart Training Solutions training and assessment resources.

Assessment tasks may include but not be limited to:

- Written assessment
- Online multiple-choice questions
- Oral questioning
- Practical activities
- Projects
- Student portfolios
- On the job assessment
- Simulation

Lodging Assessments

If students are required to complete an assessment (eg digital workbook, task etc.), Pulsestart Training Solutions requests that the completed assessment piece be submitted to the student's trainer and assessor for marking via Pulsestart Training Solutions online e-Learning platform (SharePoint), email or by providing a hard copy.

Students are encouraged to familiarise themselves with the "Confirmation email" that they receive during the enrolment process. Students are urged to read the email carefully and follow the instructions provided.

Pulsestart Training Solutions students have direct access to the Director through email at suzie@pulsestart.com.au for any assistance they may require.

Group Projects

When you submit work for assessment which is the product of collaborative learning, your assessor will require a clear understanding of your contribution to the team.
This includes the responsibilities that you undertook and how your work contributed to the final assessment product.

Each individual within a group project will be asked to complete a feedback form on the involvement and contribution of other members of their team.

The Pulsestart Training Solutions trainer and assessor of the group project maintains the right to mediate the roles and responsibilities of group members and withhold grading if in doubt of the authenticity of a group members contribution.

Assessment Attempts

Students are provided with the opportunity to submit each task for each assessment online five (5) times. Resubmission is subject to course completion timeframes.

If after five (5) submissions a student is unable to demonstrate that they are competent, the trainer and assessor will provide further training before allowing further opportunities to complete the same assessment task.

Reasonable Adjustment

If required, Pulsestart Training Solutions will make 'reasonable adjustment' to accommodate a student's needs. Adjustment is reasonable if 'it balances the interests of all parties affected'.

'Reasonableness' considers the:

- Student's needs and views
- Effect of the adjustment on the student
- Effect on anyone else
- Costs and benefits of the adjustment.

In this case, flexibility will not lessen the overall value of a course program but will be an opportunity to take different avenues to reach results with the qualification while retaining the same worth and value.

It is important to note that any reasonable adjustment undertaken cannot change the assessment conditions, performance evidence or knowledge evidence requirements. Reasonable adjustment allows candidates to demonstrate knowledge and skill/s in a way that is valid and fair and meets the assessment conditions for the task being assessed, whilst ensuring that the unit of competency outcomes are maintained.

Australia's VET Sector

VET is generally practical, hands-on and industry focused and aims to provide education to people:

- Entering the workforce for the first time
- Re-entering the workforce
- Retraining for a new job
- Upgrading skills for an existing job

Australia's VET system is based on nationally endorsed Training Packages that specify skills and knowledge required for industries and workplaces. Nationally recognised training packages allows participants to learn specific skills and gain the knowledge required to work in their chosen field and gives employers confidence as the level of knowledge and skills will be consistent between employees and job applicants with the same qualification.
As a student in Australia's VET sector, you should expect high-quality training in your area of interest, leading to a qualification that improves your career prospects or provides a pathway to further study.
For further information about the Australian VET sector, Training Packages, Qualifications and units of competency refer to a member of Pulsestart Training Solutions staff.

About the Australian Qualifications Framework (AQF)

The AQF is the national policy for regulated qualifications in the Australian education and training system. It incorporates the quality assured qualifications from each education and training.

The Australian Qualifications Framework (AQF) sets out all nationally recognised qualifications in secondary schools, the VET sector, and higher education. It ensures the quality, consistency and portability of training outcomes across Australia.

For a full explanation of the AQF, see the AQF Implementation Handbook which can be downloaded from the AQF website available at the following address: www.aqf.edu.au and portability of training outcomes across Australia.

Australian Qualifications Framework

About VET Standards

In Australia, VET is regulated by national standards:

- The Standards for Registered Training Organisations (RTOs) 2025
- The legislative instruments established under the National VET Regulator (NVETR) Act 2011

Australian Government
Australian Skills Quality Authority

Registered Training Organisations (RTO's)

Registered Training Organisations (RTOs) are providers and assessors of Nationally Recognised training within the VET Sector.

To issue nationally recognised qualifications, RTOs must be registered with ASQA (or in WA and Victoria, the state regulatory authority), must demonstrate ongoing and continual compliance with a set of regulated standards, and may only issue Statements of Attainment for nationally recognised training for which they are registered and authorised.

This ensures the quality and consistency of VET sector education.

If an RTO does not operate in accordance with its conditions of registration, the regulatory body can take action against the RTO, up to and including revocation of RTO status in cases of ongoing, significant breaches.

A complete list of RTOs and the training they are authorised to deliver and/or assess in each state and territory is available on the training.gov.au - Home page.

To allow potential students to make an informed choice as to which RTO they complete training and/or assessment with, RTOs must publish on their website information about their audits with the applicable regulatory body, and any findings related to that audit.

RTO Code of Practice

Legislative Requirements: Pulsestart Training Solutions the organisation, its staff and students are required to comply with all relevant Commonwealth and State laws as detailed below:

- Commonwealth of Australia Acts
- Human Rights and Equal Opportunity Commission Act 1986
- Disability Standards for Education 2005
- Disability Discrimination Act 1992
- Racial Hatred Act 1995
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Age Discrimination Act 2006
- Privacy Act and Australian Privacy Principles 2001
- Work Health and Safety Act 2011
- Work Health and Safety Regulations 2011
- Copyright Act 1968
- Disability Services Act 1986
- Competition and Consumer Act 2020 (Cth)
- Australian Consumer Law

Pulsestart Training Solutions will provide copies of, and access to details concerning, legislative requirements upon any request by a student.

Students can access copies of the legislation listed above at www.austlii.edu.au

About Training Packages

Training package qualifications are occupational skills standards against which training delivery and assessment of competency can take place.

They are developed through a process of national consultation with industry.

Training packages are used as the basis for most of the programs delivered in the VET system, including Australian Apprenticeships, training courses offered by registered training organisations, VET in Schools programs, recognition of existing skills, and occupational licensing.

The aims of training packages are to:

- Help the VET system achieve a better match between skills demand and supply.
- Encourage flexible and relevant workforce development and learning.
- Provide for the national recognition of the vocational outcomes of learning.
- Guide and support individuals in their choice of training and career.

About Competency Based Assessment

Competency based assessment emphasises what a person can do in the workplace as a result of completing training or through relevant experience and learning that has taken place in the workplace or elsewhere.

Competency includes the capacity to:

- Perform individual tasks.
- Manage a range of different tasks.
- Respond to contingencies, emergencies, or breakdowns.
- Deal with responsibilities of the workplace.

A unit of competency (UoC) describes a specific work activity, the standard of performance required in the workplace, assessment requirements, specifying the required evidence of competency, and required conditions under which assessment is conducted.

Once a person has been assessed as successfully completing a unit of competency, the RTO issues a Statement of Attainment. Units of competency can progressively build to a full Qualification.



Competent or Not Yet Competent

Within competency-based assessment there are two achievable assessment outcomes: competent and not yet competent.

Competent/Satisfactory - means sufficient skills and knowledge have been demonstrated.

Not Yet Competent/Not Yet Satisfactory - means more skills/knowledge is required to be shown.

If a student receives a "Not Yet Competent" result – it can often mean that there are simple but important things that they may have overlooked.

Students will be given specific feedback on which aspects need to be reviewed or where further evidence needs to be supplied.

If you have been marked as Withdrawn for a course, this means you did not attended a training session you were booked into.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is available to Pulsestart Training Solutions students based on previous academic qualifications and/or work and life experience.

RPL provides an opportunity for students to:

- Achieve national recognition of current knowledge and skills obtained through work/life experience.
- Fast track to recognised qualifications.
- Obtain credit towards a qualification.
- Save time undertaking formal study.
- Increase career opportunities.



In some cases, students may be able to apply for Recognition of Prior Learning if they have previously achieved the learning outcomes for an accredited module through another training course or have other evidence validating their competence.

The RTO will offer RPL for all courses where there is evidence to support the RPL application. Evidence for RPL (certificates, transcripts or other evidence) should be attached to an Application for RPL Form and submitted to the tutor of a course who will liaise with the RTO's administrative staff to confirm whether the RPL status is granted, denied, or whether further information/evidence is required.

The RPL process shall be consistent with the RPL Principles as defined by the AQF.

The RPL process will be made known to students prior to enrolment, and will be disclosed on course material, in the student handbook, and other places determined by the RTO.

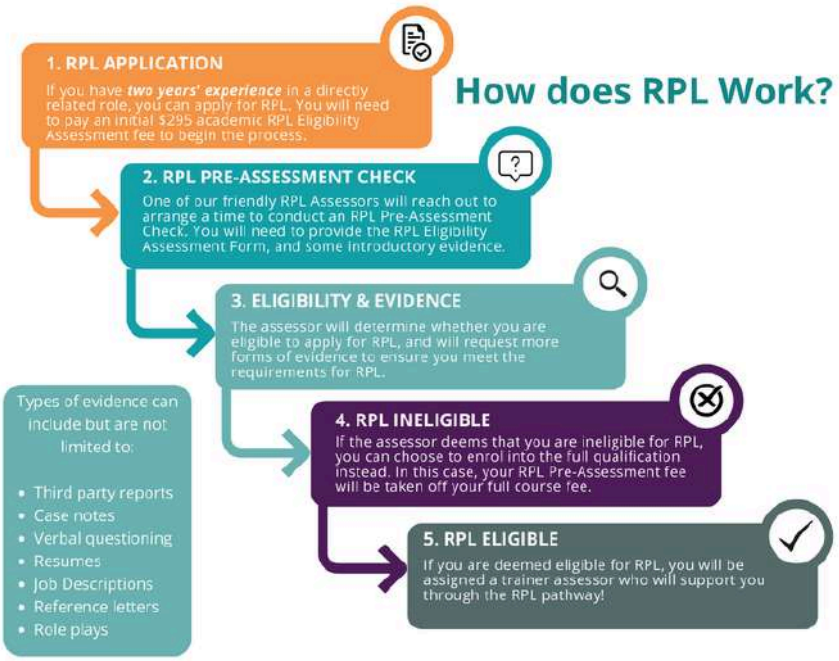
Students will be informed in writing with the result of the RPL application prior to the commencement of the relevant session.

Skills and Knowledge Evidence for RPL

Students applying for RPL are required to demonstrate that they possess the skills and knowledge to meet the standards required by the qualification they are seeking recognition against.

Below are some examples of the type of evidence that can be produced to support an RPL candidate's application:

- Work examples/records.
- Records of workplace activities
- Third party reports from supervisors
- Competency conversations
- Challenge assessments.
- Certificates/qualifications*
- Diary/journal
- Practical demonstration in the workplace.



*Pulsestart Training Solutions follows a policy of national recognition and accepts the academic qualifications of other Australian RTOs. In some cases, students may be able to apply for RPL if they have previously achieved the learning outcomes for accredited unit(s), through another provider of Nationally Recognised Training.

NOTE: Any student documentation provided to Pulsestart Training Solutions in the RPL application process will NOT be returned. It is strongly recommended that you do not supply original materials. In addition, any copies of documents submitted must be a certified copy. Qualifications will be verified with the issuing RTO as a part of the RPL process.

Is My Qualification Nationally Recognised?

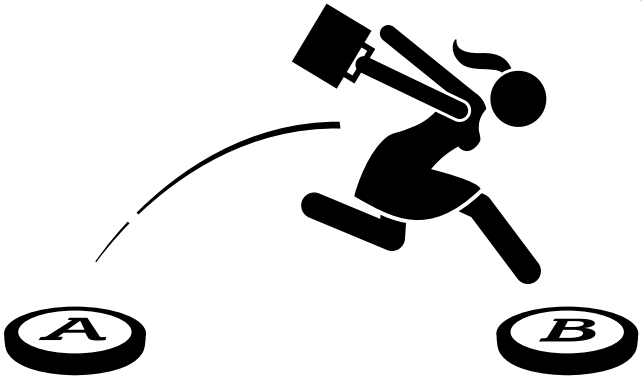
The Nationally Recognised Training (NRT) Logo is a mark of quality for national vocational education and training leading to Australian Qualifications Framework (AQF) certification documentation and will be displayed on your qualification or statement of attainment if you have completed Nationally Recognised Training.

NATIONALLY RECOGNISED TRAINING

Transition of training products

Pulsestart Training Solutions adheres to national guidelines for the transition of training products to ensure our courses remain current and compliant with regulatory standards.

- If a training product you are enrolled in is superseded, we will stop accepting new enrolments into that product within 12 months of the updated version being released. We'll make every effort to support currently enrolled students to complete the superseded course or transition to the updated version in a timely manner.
- If an AQF qualification is no longer current, we aim to ensure all enrolled students are able to complete the qualification and receive their certification before its removal from the National Register.
- This same approach applies to skill sets, units of competency, accredited short courses, and modules that are no longer current—our goal is to support timely completion and certification wherever possible.
- Pulsestart Training Solutions will not enrol students into any training products that have expired or been removed from the National Register.



Complaints and Appeals



Pulsestart Training Solutions is committed to ensuring that all complaints and appeals are handled fairly, professionally, confidentially and as quickly as practicable.

Students have the right to raise concerns about their training, assessment, course administration or any services provided by Pulsestart Training Solutions, including the conduct of staff, trainers, assessors, contractors and third-party service providers, without fear of disadvantage or unfair treatment.

Step 1 - Informal Resolution

Students are encouraged to discuss any concerns with their trainer, assessor or a Pulsestart Training Solutions staff member in the first instance, where appropriate.
We will make every reasonable effort to resolve concerns promptly and informally.
Students are not required to attempt informal resolution before lodging a formal complaint or appeal.

Step 2 - Formal Complaint or Appeal

If a matter remains unresolved, or a student prefers to raise it formally, they may lodge a complaint or appeal by:

Completing the Student Complaint Form or Appeals Form (S1.2).
Emailing the Director directly at suzie@pulsestart.com.au.
Contacting Pulsestart Training Solutions by telephone or speaking with a staff member, who can assist with documenting their concerns.

Students are encouraged to lodge appeals within 15 business days of being notified of the decision. Appeals submitted outside this timeframe will still be considered, taking into account the circumstances of the individual student.

Students should provide sufficient details of the matter, including any relevant supporting information.

Step 3 - Review and Resolution

All formal complaints and appeals will be recorded in the Complaints and Appeals Register and reviewed fairly and impartially by an authorised representative of Pulsestart Training Solutions.

Formal complaints and appeals will be acknowledged within two business days of receipt, with the review process commencing within 10 working days.

Pulsestart Training Solutions aims to finalise complaints and appeals within 30 calendar days wherever practicable. Where additional time is required, the student will be informed of the reasons for the delay and provided with updates on the progress of the matter. All parties will be treated fairly and given an opportunity to provide relevant information. Students may be accompanied or assisted by a support person throughout the process.

Students can lodge complaints and appeals at no cost.
The outcome of each complaint or appeal, including the reasons for the decision, will be documented. Complaint outcomes will be communicated in writing to all parties to the complaint, and appeal outcomes will be communicated in writing to the appellant. Personal information will be protected in accordance with our privacy and confidentiality requirements.

Pulsestart Training Solutions will review complaints and appeals to identify opportunities for continuous improvement in training, assessment, administration and student support services.

Step 4 - Further Review

If a student is dissatisfied with the outcome of a complaint, they may request further consideration or information about available external avenues.
If a student is dissatisfied with an appeal outcome, they may request a review by an independent party at no or low cost to themselves.

Privacy and Confidentiality

All complaints and appeals will be managed confidentially, with personal information only shared where necessary to investigate or resolve the matter, or where required by law.
Students will not be disadvantaged for raising a genuine complaint or appeal.

External Complaints and Assistance

Students who remain dissatisfied with the outcome of a complaint may seek guidance from the Queensland Training Ombudsman regarding available external options.

Queensland Training Ombudsman
Phone: 1800 773 048
Website: www.trainingombudsman.qld.gov.au

Students may also report concerns regarding the quality or conduct of a registered training organisation to the Australian Skills Quality Authority (ASQA).
Website: www.asqa.gov.au

ASQA is the national vocational education and training regulator and does not resolve individual disputes between students and training providers.

Student Records



Change of Student Contact Details

All students are required to maintain current and accurate contact details with Pulsestart Training Solutions at all times. In the event of a change in contact details students are required to change their details in their online student portal.

Storing of Records

Records of certificates and Statement of Attainments issued by Pulsestart Training Solutions are stored for thirty (30) years, unless otherwise directed by the Registering Authority, after which time they will be destroyed in accordance with legal requirements. These records will be made available to the Registering Authority or other relevant stakeholders as required by Pulsestart Training Solutions terms of registration.

The storage of records by Pulsestart Training Solutions will include:

- All student records including attendance, training delivered, assessment, results, issue of certificates and qualifications, other relevant data and correspondence with students unless such storage contravenes the Privacy Principles set by the Registering Authority or another Regulatory Authority such as the Australian Taxation Office, etc.
- Relevant correspondence with the Registering Authority, other authorities, RTO's, institutions, entities or individuals
- Financial records
- Complaint, incident, and safety registers.

Should Pulsestart Training Solutions cease to trade, fail to renew its registration, etc. all relevant documents, including student records will be transferred to the Registering Authority

Access to Personal Records

Students can access their personal records by logging into their Pulsestart account. No one else is permitted to access these records. If students wish to request their personal information, they may do so; however, they will not be given access to any information that could breach the privacy of other students. In cases where this may occur, the relevant details will be provided to the student in a format (written, verbal, or statistical) that protects the privacy of others.
All requests for personal records must be emailed to Pulsestart Training Solutions from the student's registered email address.
Information about assessments and qualifications may be shared with other RTOs for recognition of prior learning (RPL) or to meet prerequisite requirements for further study, provided the student has authorised this release or there is no breach of privacy principles.

Privacy

The information students provide to Pulsestart Training Solutions is protected under the Australian Privacy Principles.

The requirements of the legislation are met in relation to:

- Collection
- Storage
- Use
- Disclosure of Information

Pulsestart Training Solutions client records will be kept and stored on a Student Management System and in accordance with the Registering Authority's evidence guidelines. All client records will be provided to the ASQA upon request and/or at a time when the RTO ceases to operate.

When issues of privacy and release of information are in doubt PULSESTART TRAINING SOLUTIONS management and staff will refer the case in question to the Office of the Australian Information Commissioner for their advice prior to acting. The Office of the Australian Information Commissioner is contactable via the following details:

Info line: 1300 363 992

Website: www.oaic.gov.au

Confidentiality

Pulsestart Training Solutions will not disclose the personal details of its members, students or associates except as they expressly permit, or if necessary, to meet legislative or compliance standards set by regulatory authorities or other persons empowered under the law. In the instance that a student is registered, and fees are paid for by an organisation/ employer on behalf of a student, Pulsestart Training Solutions will assume that the student is providing Pulsestart Training Solutions with permission to share relevant personal particulars and information regarding course outcomes to the organisation/ employer.

NOTE: Information collected about students by Pulsestart Training Solutions will only be the necessary information related to course enrolment, learning and study records.

Pulsestart Training Solutions is obliged to:

- Inform students about the purpose of collecting personal information.
- Inform students about who receives this information and where it is held.
- Protect student personal and private information and not disclose it without an individual's approval.
- Allow students to access their own information and make corrections if necessary.



Specific records are kept for external reporting to the following government agencies:

- National Centre for Vocational Education Research (NCVER) for Australian Vocational.
- Education and Training Management Information.

Note: For Statistical Standards (AVETMISS) reporting, students may correct any personal information provided, by contacting Pulsestart Training Solutions.

Workplace Health and Safety (WHS)

Consistent with the Work Health and Safety Act 2011, Pulsestart Training Solutions will endeavour to ensure the health, safety and welfare of all employees, students, and visitors by providing a safe and acceptable environment in all services, courses, and programs.

All classroom-based and face-to-face training and assessment sessions include information on actions that individuals are required to take in case of emergencies and injuries requiring first aid.

Anti-Discrimination

Pulsestart Training Solutions, its staff and students are required under Australian law to adhere to all Australian legislation outlining the provision of a learning environment and workplace free from all forms of harassment and discrimination so that students and staff feel valued, respected, and are treated fairly.

Students should be aware of the following definitions:

Bullying - is unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a time period and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insult, spreading false or malicious rumors about someone, isolating or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines, and sabotaging someone's work or their ability to do their work by not providing them with vital information and resources.

Confidentiality - refers to information kept in trust and divulged only to those who need to know.

Discrimination - is treating someone unfairly or unequally simply because they belong to a group or category of people. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, age or sexual orientation. Victimisation is also treated as another ground of discrimination.

Harassment - is any unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated, or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.

Personnel - refers to all employees and contractors of Pulsestart Training Solutions.

Racial Harassment - occurs when a person is threatened, abused, insulted or taunted in relation to their race, descent or nationality, colour, language or ethnic origin, or a racial characteristic. It may include derogatory remarks, innuendo and slur, intolerance, mimicry or mockery, displays of material prejudicial to a particular race, racial jokes, allocating least favourable jobs or singling out for unfair treatment.

Sexual Harassment - is any verbal or physical sexual conduct that is unwelcome and uninvited. It may include kissing, embracing, patting, pinching, touching, leering or gestures, questions about a person's private or sexual life, requests for sexual favours, smutty jokes, phone calls, emails, facsimiles or messages, offensive noises or displays of sexually graphic or suggestive material.

Victimisation - includes any unfavorable treatment of a person as a result of their involvement in an equal opportunity complaint. Unfavorable treatment could include adverse changes to the work environment, denial of access to resources or work.

Specific Principles

Australian legislation provides the right for all students and staff to learn and work in an environment free from any form of harassment and discrimination:

- All reports of harassment and discrimination will be treated seriously, impartially, and sensitively. Harassment and discrimination, including victimisation and bullying, is unwelcome, uninvited and unacceptable behaviour that will not be tolerated,
- When management is informed of any harassment or discrimination it has the responsibility to take immediate and appropriate action to address it,
- In dealing with all complaints, the rights of all individuals should be respected, and confidentiality maintained,
- Whenever possible, all complaints should be resolved by a process of discussion, co-operation and conciliation.

The aim is to achieve an acceptable outcome while minimising any potential damage to individuals and Pulsestart Training Solutions.

- Both the person making the complaint, and the person against whom the complaint has been made, will receive information, support and assistance in resolving the issue,
- Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint, should be victimised,
- Harassment or discrimination should not be confused with legitimate comment and advice (including feedback) given appropriately by management or trainers,
- Staff and participants should not make any frivolous or malicious complaints. All staff and participants are expected to participate in the complaint resolution process in good faith.

Completion and Certification



On successful completion of a course, subject to all outstanding checking of documentation and providing all agreed fees the student owes to Pulsestart Training Solutions Pty Ltd or the partner organisation have been paid, students will be issued with the appropriate Certification, usually on the same day of completion of the training course.

- On successful course completion, students will receive a Certificate or Statement of Attainment (as applicable) via email. This document can also be accessed, downloaded, and printed from their online portal.
- All qualifications and statements of attainment will be issued by Pulsestart Training Solutions Pty Ltd and will be issued without alteration or erasure and be identified by a unique number – printed on the qualification or statement.
- Qualifications and statements of attainments must be issued according to the student's legal name as provided when creating their Unique Student Identifier (USI).
- To re-issue certification under a new name, relevant evidence supporting the name change is required. Additionally, the student's name must be updated in the USI system for the new certification to be issued.
- Pulsestart Training Solutions Pty Ltd will maintain data of all qualifications/statements of attainment issued for a period of thirty (30) years.

Testamur/Award

To be eligible for a Qualification (e.g. Certificate or Diploma) a student must have successfully completed and achieved competency in all the required course work and assessments as set out in the course outline.

Statement of Attainment

As a student progresses through their learning and successfully completes a unit of competency or module, a Statement of Attainment (SoA) will be awarded for those units completed where the full certificate or Diploma level course has not been completed.

Statement of Attendance

SStatements of attendance will be provided to students who choose not to complete the assessment component of a course but still require documented evidence of their participation. This also applies to students attending non-accredited training (e.g. skills-only sessions), as well as students under 15 years of age who participate in a course where they are not eligible for certification.

Assessment Feedback

Assessors will provide students with feedback where further evidence is required. Feedback will be provided to the student in a prompt timeframe and during practical assessment where required.

Student Feedback

Feedback from you is pivotal in our efforts to continue to improve the services and courses that we offer. When your trainer asks you to complete a survey, please take time to give a considered response. If, for any reason, you are unable or uncomfortable completing the form in class, there is an additional opportunity to print off a feedback form (in the documents section of our web site) complete and simply email to us.

Successful students will also receive an email advising that their Certificate or Statement of Attainment has been processed and giving the opportunity to respond with any additional feedback they may have regarding their training experience. We do listen and we do act on your suggestions for improvements.

Feedback is also encouraged at any time by:

Email - suzie@pulsestart.com.au

Phone – 0416 888 343

Disability

The purpose of the Disability supplement is to provide additional information to assist with answering the disability question in the enrolment.

Disability in this context does not include short-term disabling health conditions such as a fractured leg, influenza, or corrected physical conditions such as impaired vision managed by wearing glasses or lenses.

Hearing/deaf - Hearing impairment is used to refer to a person who has an acquired mild, moderate, severe or profound hearing loss after learning to speak, communicates orally and maximises residual hearing with the assistance of amplification. A person who is deaf has a severe or profound hearing loss from, at, or near birth and mainly relies upon vision to communicate, whether through lip reading, gestures, cued speech, finger spelling and/or sign language.

Physical - A physical disability affects the mobility or dexterity of a person and may include a total or partial loss of a part of the body. A physical disability may have existed since birth or may be the result of an accident, illness, or injury suffered later in life; for example, amputation, arthritis, cerebral palsy, multiple sclerosis, muscular dystrophy, paraplegia, quadriplegia or post-polio syndrome.

Intellectual - In general, the term 'intellectual disability' is used to refer to low general intellectual functioning and difficulties in adaptive behaviour, both of which conditions were manifested before the person reached the age of 18. It may result from infection before or after birth, trauma during birth, or illness.

Learning - A general term that refers to a heterogeneous group of disorders manifested by significant difficulties in the acquisition and use of listening, speaking, reading, writing, reasoning, or mathematical abilities. These disorders are intrinsic to the individual, presumed to be due to central nervous system dysfunction, and may occur across the life span. Problems in self-regulatory behaviours, social perception, and social interaction may exist with learning disabilities but do not by themselves constitute a learning disability.

Mental illness - Mental illness refers to a cluster of psychological and physiological symptoms that cause a person suffering or distress and which represent a departure from a person's usual pattern and level of functioning.

Acquired brain impairment - Acquired brain impairment is injury to the brain that results in deterioration in cognitive, physical, emotional or independent functioning. Acquired brain impairment can occur as a result of trauma, hypoxia, infection, tumour, accidents, violence, substance abuse, degenerative neurological diseases or stroke. These impairments may be either temporary or permanent and cause partial or total disability or psychosocial maladjustment.

Vision - This covers a partial loss of sight causing difficulties in seeing, up to and including blindness. This may be present from birth or acquired as a result of disease, illness or injury.

Medical condition - Medical condition is a temporary or permanent condition that may be hereditary, genetically acquired or of unknown origin. The condition may not be obvious or readily identifiable yet may be mildly or severely debilitating and result in fluctuating levels of wellness and sickness, and/or periods of hospitalisation; for example, HIV/AIDS, cancer, chronic fatigue syndrome, Crohn's disease, cystic fibrosis, asthma or diabetes.

Other - A disability, impairment or long-term condition which is not suitably described by one or several disability types in combination. Autism spectrum disorders are reported under this category.



Mental Health Support

If you or someone close to you is experiencing an emergency, or is at immediate risk of harm, call triple zero (000).

Good mental health allows you to cope with life's challenges.
Most people will struggle with their mental health at some point in their lives.
If you are struggling with your mental health or have a mental illness, there are resources and support services available.

To talk to someone now, call Beyond Blue on 1300 22 4636 or Lifeline on 13 11 14.

If you're in need of extra mental health support, don't hesitate to contact one of the services listed below.

For University Students or Staff

Griffith University

Students:
www.griffith.edu.au/student-support/student-health-counselling-wellbeing
Contact the Griffith Mental Wellbeing Support Line on phone 1300 785 442 or text 0488 884 146

Staff:
www.griffith.edu.au/health-safety-wellbeing/staff-counselling
Contact the Workplace Wellbeing and Counselling Program on 1300 360 364

University of Southern Queensland

https://www.unisq.edu.au/current-students/support/wellbeing
Email
supportforlearning@unisq.edu.au
Phone
+61 7 4631 2372
Visit us
UniSQ Toowoomba: G Block
UniSQ Springfield: Building B, Level 1 Atrium
UniSQ Ipswich: Building E

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Mental Health Support

Mental Health Support Options:

If you're currently employed or are a volunteer, you may be able to access confidential support through your workplace's Employee Assistance Program (EAP).

You can also speak with your GP or another medical professional for advice and support.

Alternatively, you can contact one of the following services:

Black Dog Institute -
https://www.blackdoginstitute.org.au/education-services/workplaces/workplace-programs/
https://www.blackdoginstitute.org.au/emergency-help/

Lifeline
Phone 131 114

Beyond Blue
https://www.beyondblue.org.au/get-support/talk-to-a-counsellor

All Pulsestart Trainers are qualified in Mental Health First Aid (MHFA).

**If you're feeling anxious or need extra support during your course,
please don't hesitate to speak with your trainer,
they are there to help.**

Need Support During your Face to Face Pulsestart Training?

Some course content may be confronting, particularly if you have experienced a past medical emergency or trauma. If you feel uneasy or think the material may be triggering, please contact our office or speak with your trainer at the beginning of the course. We're here to support you and can make reasonable adjustments to help you complete your training comfortably and safely.

Working with Persons Under 18 Years of Age

Unless otherwise specified, students under 18 years of age may enrol with Pulsestart Training Solutions Pty Ltd.

In some cases, our courses cannot be delivered to persons under the age of eighteen (18) years of age due to specific industry age restrictions or site requirements. Please ensure you have spoken with one of our staff members prior to enrolling. Age limits on courses will be clearly outlined in the course information.

It is the responsibility of Pulsestart Training Solutions Pty Ltd to ensure that all students are protected from all forms of harm, including bullying, harassment, discrimination and intimidation.
All staff are required to report to Pulsestart Training Solutions Pty Ltd, any behaviour that can reasonably be considered harmful or potentially harmful to students, or where it is reasonable to believe that a student has been harmed or requires protection from harm.

The RTO will comply with all relevant State and Federal legislation in the area of working with children.

Pulsestart Training Solutions Pty Ltd management require that all staff obtain a Positive Notice Blue Card for child-related employment.

Information is available at: Blue Card Services | Your rights, crime and the law - Queensland Government other relevant legislation may be viewed at Homepage | Australian Federal Police

Contact Information

Pulsestart Training Solutions Pty Ltd details as follows:

Director – Suzanne Howell

ABN: 73 142 996 316

Website: www.pulsestart.com.au

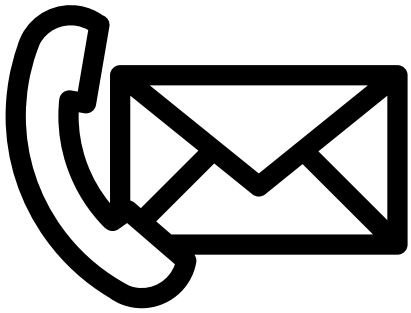
Email: suzie@pulsestart.com.au

Phone: 0416 888 343

General Enquiries

courses@pulsestart.com.au

Office Hours: Monday – Friday 9:00am - 4:00pm (excluding Public Holidays)



Thank You & Welcome

Thank you for choosing Pulsestart Training Solutions as your preferred training provider.

We are committed to providing you with a supportive and enriching learning experience. Your success and safety are our top priorities, and we look forward to seeing you excel in your chosen field. Remember, our team is here to support you every step of the way.

Welcome to the Pulsestart family, and we wish you all the best in your training and future endeavours.

